

March 10, 2003

DWD ISSUANCE 01-02, Change 1

Subject: Case Management Contact (CMC - 600 Code).

1. **Purpose:** To Document Services to Customers in Long-Term Activities, with the Exception of Planned Gaps.
2. **Substance:** The Case Management Contact (Code 600) consists of a case note text area where contact with the customer is documented. The case management contact is not a Workforce Investment Act (WIA) defined activity. The customer must be enrolled in a recognized WIA activity to provide justification for continuation of services. The case note must indicate the type of contact (in person, telephone, letter or E-mail), include documentation of the customer's progress in the enrolled activity, and provide justification for continuation of services. An entry must be made every 90 days to keep the customer from soft exiting. Local Areas may require more frequent contacts. Entries should be substantive and related to the customer's Individual Employment Plan or other service plan.

A Case Management Contact must be one of the following:

1. **In Person Contact** - The case manager must document the in person contact with the customer, training/activity provider or alternate contact.
2. **Telephone Contact** - The case manager must document the telephone conversation with the customer. A contact stating there was no answer or that a message was left is not sufficient. If the customer is not available, the case manager may contact the training or activity provider. The contact with the provider must include documentation of the customer's progress in the enrolled activity, and provide justification for continuation of the activity they are enrolled in. If a provider is not available, the case manager may contact the customer's alternate contact if they have considerable and substantive knowledge of the customer's progress in the enrolled activity.

3. **Letters or E-mails -**

Letters or e-mails are acceptable providing they result in an in person contact, telephone contact or letter/e-mail response from the customer prior to a soft exit occurring. The contact method must be documented in the customer file and Toolbox.

If it is a locally established procedure to contact a customer engaged in long-term training via e-mail or letter, this procedure should be documented in the Case History section of Toolbox at the start of the training. If a response from the customer is required to determine the continuation of services, the response must be received within the 90-day time frame and entered into Toolbox as a 600 CMC, prior to a soft exit occurring.

3. Action: Effective immediately, please use the procedures contained herein in the Case Management Contact process.
4. Contact: Any questions relating to this issuance should be directed to Kurtis Kennon at (573) 751-0236.

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Rick Beasley, Director

RB/dj

c: DWD Admin Group  
DWD Central Office Managers  
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WIB Chairs  
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